

Exhibit 300: Capital Asset Plan and Business Case Summary

Part I: Summary Information And Justification (All Capital Assets)

Section A: Overview (All Capital Assets)

1. Date of Submission: 2010-03-19 20:03:38

2. Agency: 025

3. Bureau: 00

4. Name of this Investment: HSG - 1768090 - 251480 - Multifamily Housing Integration (MFHI)

5. Unique Project (Investment) Identifier: 025-00-01-02-01-1060-00

6. What kind of investment will this be in FY 2011?: Mixed Life Cycle

- Planning
- Full Acquisition
- Operations and Maintenance
- Mixed Life Cycle
- Multi-Agency Collaboration

7. What was the first budget year this investment was submitted to OMB? *

8. Provide a brief summary and justification for this investment, including a brief description of how this closes in part or in whole an identified agency performance gap; this description may include links to relevant information which should include relevant GAO reports, and links to relevant findings of independent audits.

The Multifamily Housing Integration (MFHI) initiative is part of an overall transformational strategy to improve business processes across FHA to achieve the Secretary's strategic goals: (1) manage risk and fraud; (2) rebuild industry and market confidence in FHA as a leader in providing multifamily mortgage insurance; and (3) improve accessibility to corporate data. MFHI will leverage technology to optimize operations, transform the organization's culture to utilizing modernized information technology systems, and to improve business processes that are more nimble. The MFHI vision integrates and consolidates business services providing one-stop-shopping for industry partners and stakeholders to insurance underwriting and corporate data. MFHI consists of eight child investments that lack the modern technological requirements to provide program and performance management data to decisionmakers to: proactively address risk and fraud on the front-end of the underwriting, lender monitoring, and claims payment cycles; business intelligence capability to allow for secure electronic submission of loan applications for insurance, and agility in incorporating Congressionally mandated changes without significant manual labor and intensive and costly intervention. The anticipated benefits of this investment include, but not limited to, cost savings in operations, eliminate redundant business processes and data, IT systems with the capacity and capability to absorb product volume increases, improved system security, efficient integration with core financial management system, improved audit-ability and data integrity, and effective and efficient program administration. Beginning in FY 2010 the Department expects a major shift in strategy for IT Transformation investment. Under the FY 2010 Transformation appropriation request, new IT development for the Office of Housing/FHA will be funded by HUD's Transformation program. A new business case is being submitted for Office of Housing/FHA Transformation investments. Steady state operation and maintenance for legacy systems will continue to be reported under their existing WCF business cases. As Transformation projects are completed, operating costs for the new IT investments will be added to existing WCF business cases.

- a. Provide here the date of any approved rebaselining within the past year, the date for the most recent (or planned) alternatives analysis for this investment, and whether this investment has a risk management plan and risk register.**

9. Did the Agency's Executive/Investment Committee approve this request? *

a. If "yes," what was the date of this approval? *

10. Contact information of Program/Project Manager?

- **Name:** *
- **Phone Number:** *
- **Email:** *

11. What project management qualifications does the Project Manager have? (per FAC-P/PM)? *

- Project manager has been validated according to FAC-PMPM or DAWIA criteria as qualified for this investment.
- Project manager qualifications according to FAC-P/PM or DAWIA criteria is under review for this investment.
- Project manager assigned to investment, but does not meet requirements according to FAC-P/OM or DAWIA criteria.
- Project manager assigned but qualification status review has not yet started.
- No project manager has yet been assigned to this investment.

12. If this investment is a financial management system, then please fill out the following as reported in the most recent financial systems inventory (FMSI):

Financial management system name(s)	System acronym	Unique Project Identifier (UPI) number
*	*	*

a. If this investment is a financial management system AND the investment is part of the core financial system then select the primary FFMIA compliance area that this investment addresses (choose only one): *

- computer system security requirement;
- internal control system requirement;
- core financial system requirement according to FSIO standards;
- Federal accounting standard;
- U.S. Government Standard General Ledger at the Transaction Level;
- this is a core financial system, but does not address a FFMIA compliance area;
- Not a core financial system; does not need to comply with FFMIA

Section B: Summary of Funding (Budget Authority for Capital Assets)

1.

Table 1: SUMMARY OF FUNDING FOR PROJECT PHASES (REPORTED IN MILLIONS) (Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions)									
	PY1 and earlier	PY 2009	CY 2010	BY 2011	BY+1 2012	BY+2 2013	BY+3 2014	BY+4 and beyond	Total
Planning:	*	*	*	*	*	*	*	*	*
Acquisition:	*	*	*	*	*	*	*	*	*
Subtotal Planning & Acquisition:	*	*	*	*	*	*	*	*	*
Operations & Maintenance:	*	*	*	*	*	*	*	*	*
Disposition Costs (optional):	*	*	*	*	*	*	*	*	*
SUBTOTAL:	*	*	*	*	*	*	*	*	*
Government FTE Costs should not be included in the amounts provided above.									
Government FTE Costs	*	*	*	*	*	*	*	*	*
Number of FTE represented by Costs:	*	*	*	*	*	*	*	*	*
TOTAL(including FTE costs)	*	*	*	*	*	*	*	*	*

2. If the summary of funding has changed from the FY 2010 President's Budget request, briefly explain those changes:

*

Section C: Acquisition/Contract Strategy (All Capital Assets)

1.

Table 1: Contracts/Task Orders Table

Contract or Task Order Number	Type of Contract/Task Order (In accordance with FAR Part 16)	Has the contract been awarded (Y/N)	If so what is the date of the award? If not, what is the planned award date?	Start date of Contract/Task Order	End date of Contract/Task Order	Total Value of Contract/Task Order (M)	Is this an Interagency Acquisition? (Y/N)	Is it performance based? (Y/N)	Competitively awarded? (Y/N)	What, if any, alternative financing option is being used? (ESPC, UESC, EUL, N/A)	Is EVM in the contract? (Y/N)
C-OPC-23268	FFP, BPA	Y	2008-02-01	2008-02-01	2013-01-01	\$3.1	*	*	*	*	*
C-OPC-22484	FFP	Y	2004-09-21	2004-09-30	2010-09-30	\$29.5	*	*	*	*	*
C-OPC-23087	FFP	Y	2006-09-30	2006-09-30	2010-10-01	\$2.4	*	*	*	*	*
D-DEN-01955	FFP	Y	2007-09-27	2007-09-28	2010-09-27	\$1.0	*	*	*	*	*
C-CHI-00770	FFP	Y	2006-05-01	2007-05-01	2011-04-30	\$3.4	*	*	*	*	*
C-OPC-22896	FFP	Y	2005-06-23	2005-06-23	2010-09-30	\$1.0	*	*	*	*	*
C-DEN-01835	FFP, TM, BPA	Y	2004-06-01	2004-06-01	2010-09-30	\$1.8	*	*	*	*	*
C-OPC-23388	FFP	Y	2009-09-30	2009-09-30	2014-09-30	\$3.1	*	*	*	*	*

2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why:

*

3. Is there an acquisition plan which reflects the requirements of FAR Subpart 7.1 and has been approved in accordance with agency requirements? *

a.If "yes," what is the date? *

Section D: Performance Information (All Capital Assets)

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
2005	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	Average satisfaction rating on quality of service surveys after each Major Release broadcast training session.	The survey is being created along with a generic HUD Lotus Notes account for user responses. The first survey will be issued after the August 3, 2005 broadcast training and will be the baseline for this performance goal.	Improve average rating and positive comments on these training surveys. Inspection of the surveys will be the method used to obtain this measurement.	Results from the August 2005 broadcast computed to a slightly above average rating.
2005	Goal A: Increase Homeownership Opportunities	*	*	% of data collected on accessibility features for HUD properties.	This information is used in congressional reporting. Currently this information is collected via survey. This data will be collected VIA REMS beginning in FY 2006. The starting baseline for FY 2007 will be the FY 2006 end totals.	Increase % of data collected by 10%.	As of 9/30/2005, the capability to capture the survey information was added to REMS. As this point, on 16 surveys have been collected. Current and #61;0/. This information will increase in FY 2006.
2005	Goal A: Increase Homeownership Opportunities	*	*	% of active properties with no financial compliance flags.	95% of active properties with no financial compliance flags.	The goal is 95% for each fiscal year; however, the measurement is based on a different and expanding universe of properties.	Results: 95% as of 9/30/05. Results based on the # of properties with no compliance issues (11,771), properties with closed compliance reviews (4,978), and properties with open compliance reviews (868). Formulan and #61; [11771+4978]/[11771+4978+868]
2005	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	% of increase in the number of applications entered for the FHA Programs coded in DAP	2004 baseline indicates 33.4% of applications were processed in the underwriting/review subsystem for 2004. In 2005 31%% of applications are	10% increase in the number of applications entered for the FHA Programs coded in DAP	288 of the Projects were processed in the Underwriting Module for 2005 (288/929) 31% versus (313/951) in 2004 33.4%; netting a 2.4%

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Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
					processed in the		decrease
2005	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	# of new types of notifications added to the automated Event Notification module. These events automate notification of critical business events and streamline the discovery process, thereby increasing the efficiency of field level project manag	# of Event Notifications business rules (types) which generate notifications as of FY 2004 end. There were 13 event rules at the end of FY 2004.	5 new events rules each year.	8 new events as of 9/30/2005.
2005	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	% increase in initial loan endorsements in DAP	67% of initial endorsements from F47 are in the DAP system (1030/1063)	5% increase in initial loan endorsements in DAP	1030 is the total number of Initial Endorsements in DAP that are in F47 for 2005. 1030 for DAP and 1063 for F47. (67%) versus 1308 for DAP and 1331 for F47 in 2004. This represents a 10% decrease
2005	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	Percent of HUD Property Owners and Management Agents who can view REMS system data on their properties.	This is a new goal/capability for this FY. Current Owners & Management Agents have no access to REMS.	Add View Capability to basic property and participant information by the end of the FY for 5% of Owners/Management Agents.	Capability was added in the REMS system for all (100%) of owner/management agents, but as of 9/30/2005, this capability has not been turned on.
2005	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	% decrease in the number of trouble tickets	Existing baseline 2003-04 estimates 15 trbl tkts /qtr. Avg computed - actual # of trbl tkts reported with minimal systems use. In 05, DAP Sys use was made Mandatory, which increase user exposure. This increased	10% decrease in the number of trouble tickets	As of December 31, 2005 the 3rd Qtr metric results show a 6,892% increase in the number of trouble tickets compared to the 2004 baseline.

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
					05 baseline to 109 trbl tkts /qtr.		
2006	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	Average satisfaction rating on quality of service surveys after each Major Release broadcast training session.	The previous training sessions ratings. These training sessions are normally conducted on a quarterly basis.	Improve average rating and positive comments on these training surveys. Inspection of the surveys will be the method used to obtain this measurement.	For 2006, respondents have been very satisfied with the presentation of information, quality of service, and the immediate feedback to questions. Updated 3/31/07
2006	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	% of data collected on accessibility features for HUD properties.	This information is used in congressional reporting. Currently this information is collected via survey. This data is currently not available in REMS.	For FY 2006, the goal is to automate the collection capability and begin collecting the data. The goal for this year would be to establish the baseline.	In 2006, 100% of the desired functionality was developed and implemented providing the users the ability to collect data on accessibility features for HUD properties. Updated 3/31/07.
2006	Goal A: Increase Homeownership Opportunities	*	*	% of active properties with no financial compliance flags.	95% of active properties with no financial compliance flags.	The goal is 95% for each fiscal year; however, the measurement is based on a different and expanding universe of properties.	Results 98% as of 09/30/2006. Results based on the number of properties with no compliance issues (14095), properties with closed compliance reviews (3586)
2006	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	# of new types of notifications added to the automated Event Notification module. These events automate notification of critical business events and streamline the discovery process, thereby increasing the efficiency of field level project managers.	# of Event Notifications business rule which generate notifications as of FY 2005 end.	5 new events rules each year.	In 2006, seven (7) new event rules were added, exceeding the goal of five (5). Updated 3/31/07.
2006	Goal E: Embrace High Standards of	*	*	Increase access to REMS via Secure Internet	HUD employees don t have access to	Add capability for all HUD employees with	This enhance was completed in 2006.

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	Ethics, Management and Accountability			access for HUD Employees.	REMS via Internet. Access limtd to Intranet. Increased efficiency will result from availability of REMS via VPN technologies when teleworking/off-s ite work authorized. This also increases access for HUD OIG office.	valid credentials to access REMS.	Updated 3/31/07.
2006	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	Percent of HUD Property Owners and Management Agents who can view REMS system data on their properties.	This is a new goal/capability fo this FY. Current Owners and Management Agents have no access to REMS. Baseline and #61; 0.	Add View capability to basic property and participant information by end of the FY for 95% of Owners/Manag ement Agents.	Coding for this functionality was completed in 2006. But due to higher priorities the software has not yet been implemented. Updated 3/31/07.
2006	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	Increase Percent of HUD Property Owners and Management Agents access to the REMS system. This includes adding the ability to update data on their properties.	Owners will have read only access prior to this goal.	Add updated capability and the ability to submit various information for HUD approval. Goal is 95% access to this capability.	Due to higher priorities, this enhancement was cancelled for 2006. Updated 3/31/07.
2006	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	% of alignment with HUD& amp; amp; amp; amp; amp; amp; amp; Enterprise Architecture target technical architecture.	Currently REMS does not align with the technical architecture as a Coldfusion/Sybase based application.	30% alignment as defined by converting the database from Sybase to Oracle.	During 2006, 30% of REMS was aligned with the technical architecture as defined by converting the database from Sybase to Oracle. Updated 3/31/07.
2007	Goal B: Promote Decent Affordable Housing	*	*	% of Tier 2/3 problem tickets received from customers performing Property Profile functions resolved within 5 business days	In FY 2006, 77% of the Tier 2/3 problems tickets received on Property Profile functions were resolved within 5 business days	As iREMS comes online the improved interface and integration of business functions should allow for an increase in	Out of 840 Tier 2/3 problem tickets received in 2007, 752 were processed in no more than 5 business days. That is 89% resolved in

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
						timeliness for resolving Tier 2/3 problem tickets received on Property Profile functions to 80% resolved in 5 business days	5 business days.
2008	Goal B: Promote Decent Affordable Housing	*	*	% of Tier 2/3 problem tickets received from customers performing Property Profile functions resolved within 5 business days	In FY 2006, 77% of the Tier 2/3 problems tickets received on Property Profile functions were resolved within 5 business days	As iREMS comes online the improved interface and integration of business functions should allow for an increase in timeliness for resolving Tier 2/3 problem tickets received on Property Profile functions to 82% resolved in 5 business days	945 out of 1220 were resolved within 5 days for 77.4%
2009	Goal B: Promote Decent Affordable Housing	*	*	% of Tier 2/3 problem tickets received from customers performing Property Profile functions resolved within 5 business days	In FY 2006, 77% of the Tier 2/3 problems tickets received on Property Profile functions were resolved within 5 business days	Maintain up to 77% or higher of Tier 2/3 problem tickets received from customers performing Property Profile functions resolved within 5 business days up at FY2008 level.	Out of 1,215 Tier 2/3 problem tickets received in 2009, 1,053 were processed in no more than 5 business days. That is 87% resolved in 5 business days.
2007	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	% of active properties with no financial compliance flags.	In FY06 there were 17,981 active properties reviewed for financial compliance. Of those, 17681 (98%) were found to be without financial compliance flags.	Annual financial data from owners ensures financial health of the properties, protects HUD from financial loss, and ensures proper use of revenues and federal subsidies. Maintaining 98% of active properties with no flags is a major step towards that.	At the end of FY 2007 there were 250 properties with open financial compliance flags. Out of 18,569 properties, 98% of them were without financial compliance flags.
2007	Goal E: Embrace High Standards of Ethics, Management and	*	*	% of active properties that meet HUD-established physical standards (e.g.,	In FY 2006, 95% of active properties had acceptable physical condition	Nearly 4 million families live in rental housing that is owned, insured and subsidized by	In FY 2007, 97% of active properties met HUD-established physical standards for

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	Accountability			last inspection score exceeded 60) for decent, safe, and sanitary housing		HUD. To ensure that these families have housing that is decent, safe, sanitary and in good repair, 95% or greater active properties must meet these standards.	decent, safe, and sanitary housing.
2007	Goal B: Promote Decent Affordable Housing	*	*	% of Units renewed, based on total number of units eligible for renewal during the FY. Ensures that MF portfolio is maintained and affordable Housing is available	In FY 2006, 90% of the Units, associated with Section 8 contracts expiring in FY06, were renewed	90% of Units associated with expiring Section 8 contracts are renewed to maintain the level of affordable Housing available to our citizens. These subsidies are essential to the preservation of affordable Housing to low-income families.	In FY 2007, out of 327,190 units eligible for renewal, 324,223, or 99%, were renewed.
2007	Goal B: Promote Decent Affordable Housing	*	*	Number of Events generated through the Event Notification process which provides notifications of critical business activities to project managers, DEC analysts, and business partners	In FY 2006, 90,000 events were generated	Increase number of Events generated by 5% continuing to build upon an automated rule-based process of electronic notifications, producing a more effective tool to manage the portfolio when critical business activities occur and follow-up is needed.	In FY 2007, 131,235 events were generated from 817,668 notifications. This is more than a 5% increase from FY 2006.
2007	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	Number of stand-alone business systems that are integrated and consolidated into the Integrated Real Estate Management System (iREMS) in accordance with HUD and Technical Reference	In FY 2007, it is planned that the first stand-alone system will complete this reengineering. This is the first out of six existing systems to be reengineered.	Integrate and consolidate 1 stand-alone system into iREMS per FY, providing Multifamily Housing an effective roadmap for systems modernization that realigns the business through functional integration.	At the end of FY 2007, the REMS functionality was 87% integrated and consolidated into iREMS.

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
				Model			
2008	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	% of active properties with no financial compliance flags	In FY06 there were 17,981 active properties reviewed for financial compliance. Of those, 17681 (98%) were found to be without financial compliance flags.	Annual financial data from owners ensures financial health of the properties, protects HUD from financial loss, and ensures proper use of revenues and federal subsidies. Maintaining 98% of active properties with no flags is a major step towards that.	100%- 19,171 properties were reviewed. Of those 19,166 either had no financial compliance issues or had financial compliance that were successfully resolved and closed out.
2008	Goal B: Promote Decent Affordable Housing	*	*	% of active properties that meet HUD-established physical standards for decent, safe, and sanitary housing where nearly 4 million families live in rental housing that is owned, insured and subsidized by HUD.	In FY 2006, 95% of active properties had acceptable physical condition	95% or greater active properties must meet these standards.	In FY 2008 only 93% of active properties had acceptable physical standards
2008	Goal B: Promote Decent Affordable Housing	*	*	% of Units renewed annually, based on total number of units eligible for renewal during the FY. Ensures that MFH portfolio is maintained and affordable Housing is available	In FY 2006, 90% of the Units, associated with Section 8 contracts expiring in FY06, were renewed	90% of Units associated with expiring Section 8 contracts are renewed to maintain the level of affordable Housing available to our citizens. These subsidies are essential to the preservation of affordable Housing to low-income families.	898463 units renewed vs. 2392 opt out units #61; 99.73%
2008	Goal B: Promote Decent Affordable Housing	*	*	Number of Events generated through the Event Notification process which provides notifications of critical business activities to project	In FY 2006, 90,000 Events were generated	Increase number of Events generated by 5% continuing to build upon an automated rule-based process of electronic notifications, producing a	65704 different events resulted in 607677 notifications from 10/1/2007 to 9/30/2008.

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
				managers, DEC analysts, and business partners		more effective tool to manage the portfolio when critical business activities occur and follow-up is needed.	
2009	Goal B: Promote Decent Affordable Housing	*	*	Number of Events generated through the Event Notification process which provides notifications of critical business activities to project managers, DEC analysts, and business partners	In FY 2006, 90,000 Events were generated	Maintain at FY2008 level.	In FY09, there were 69,135 events generated resulting in 687,018 notifications. This was an increase of more than 5% from FY08.
2008	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	Number of stand-alone business systems that are integrated and consolidated into the Integrated Real Estate Management System (iREMS) in accordance with HUD Technical Reference Model	One out of six systems to be reengineered in FY2008.	Integrate and consolidate 1 stand-alone system into iREMS per FY, providing Multifamily Housing an effective roadmap for systems modernization that realigns the business through functional integration.	Integrated and consolidated 1 stand-alone system into iREMS May 2008.
2009	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	% of active properties with no financial compliance flagsAnnual financial data from owners ensures financial health of the properties, protects HUD from financial loss, and ensures proper use of revenues and federal subsidies..	In FY06 there were 17,981 active properties reviewed for financial compliance. Of those, 17681 (98%) were found to be without financial compliance flags.	Maintain 98% of active properties with no flags is a major step towards that.	In FY 2009, out of 18,944 properties reviewed for financial compliance, there were 12,911 with no compliance findings; 4,943 with closed compliance findings; and 1,090 properties with open compliance findings. That is 94% without flags.
2009	Goal B: Promote Decent Affordable Housing	*	*	% of active properties that meet HUD-established physical standards for	In FY 2006, 95% of active properties had acceptable physical condition	95% of active properties meet standards.	In FY 2009, 91.9% of active properties had acceptable physical condition.

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
				decent, safe, and sanitary housing.			
2009	Goal B: Promote Decent Affordable Housing	*	*	% of Units renewed, based on total number of units eligible for renewal during the FY. Ensures that MFH portfolio is maintained and affordable Housing is available	In FY 2006, 90% of the Units, associated with Section 8 contracts expiring in FY06, were renewed	90%	In FY 2009, 743,982 of the 745,467 units eligible for renewal, or 99.8%, were renewed.
2006	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	% of active properties with EH&S items addressed within 3 days.	95% of active properties with EH&S items addressed within 3 days.	The goal is 95% for each fiscal year; however, the measurement is based on a different and expanding universe of properties.	Results and #61; 99% as of 3/31/06. Result based on total inspections with EHandS(5668), inspections with no action reported (12), inspections where owner was notified of outstanding EHandS (8), inspections where owner failed to mitigate items (9)
2005	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	% of active properties with EH&S items addressed within 3 days.	95% of active properties with EH&S items addressed within 3 days.	The goal is 95% for each fiscal year; however, the measurement is based on a different and expanding universe of properties.	99% - Results based on total inspections with EHandS 6,078, inspections with no action reported 28, inspections where owner was notified of outstanding EHandS 10, inspections where owner failed to mitigate EHandS items 9, EHandS items mitigated 6,031
2009	Goal B: Promote Decent Affordable Housing	*	*	# of MFH mortgage insurance applications endorsed.	Rebaselined to FHA endorse up to 494 targeted project mortgages.	750 at FY2008 level.	642 MFH mortgages insurance applications endorsed.
2011	Goal B: Promote Decent Affordable Housing	*	*	% of Tier 2/3 problem tickets received from customers performing Property Profile functions resolved within 5 business days.	In FY07, 89% of the 2/3 problem tickets received on Property Profile functions were resolved within 5 business days.	As MFH integrates and consolidates, improved business functions should allow for increased timeliness for resolving Tier	

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
						tickets received on Property Profile functions by 90% resolved within 5 business days.	
2013	Goal B: Promote Decent Affordable Housing	*	*	% of Tier 2/3 problem tickets received from customers performing Property Profile functions resolved within 5 days	In FY07, 89% of the 2/3 problem tickets received on Property Profile functions were resolved within 5 business days	As MFH integrateds and consolidates, improved business functions should allow for increased timeliness for resolving Tier tickets received on Property functions by 90% resolved within 5 business days.	
2010	Goal B: Promote Decent Affordable Housing	*	*	% of Tier 2/3 problem tickets received from customers performing Property Profile functions resolved within 5 business days	In FY07, 89% of the 2/3 problems tickets received on Property Profile functions were resolved within 5 business days.	Maintain % of Tier 2/3 problem tickets received from customers performing Property Profile functions resolved within 5 business days up to FY2009 level	Through 2nd Qtr FY10 iREMS has received 587 Tier 2/3 problem tickets. Of those, 516 were processed in no more than 5 business days. That is 88% resolved in 5 business days.
2010	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	% of active properties with no financial compliance flags	At the end of FY 2007 there were 250 properties with open financial compliance flags. Out of the 18,569 properties, 98% of them were without financial compliance flags.	Annual financial data from owners ensures financial health of the properties, protects HUD from financial loss, and ensures proper use of revenues and federal subsidies. Maintaining 98% of active properties with no flags is a major step.	Through 2nd Qtr FY10, out of 9,747 properties reviewed for financial compliance, there were 8,654 with no compliance findings; 284 with closed compliance findings; and 809 properties with open compliance findings. That is 92% without flags.
2010	Goal B: Promote Decent Affordable Housing	*	*	% of active properties that meet HUD established physical standards (e.g. last inspection score exceeded 60) for decent, safe, and sanitary	In FY 2007, 97% of active properties met HUD-established physical standards for decent, safe, and sanitary housing.	Nearly 4 million families live in rental housing that is owned, insured and subsidized by HUD. To ensure that these families have housing that is decent, safe,	Through 2nd Qtr FY10, 92.1% of active properties had acceptable physical condition

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Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
				housing.		sanitary and in good repair, maintain up 95% active properties must meet these standards.	
2013	Goal B: Promote Decent Affordable Housing	*	*	% of active properties that meet HUD established physical standards (e.g. last inspection score exceeded 60) for decent, safe, and sanitary housing.	In 2007, 97% of active properties met HUD-established physical standards for decent, safe, and sanitary housing.	Nearly 4 million families live in rental housing that is owned, insured, and subsidized by HUD. To ensure that these families have housing that is decent, safe, sanitary and in good repair, 95% or greater active properties must see these standards.	
2012	Goal B: Promote Decent Affordable Housing	*	*	% of active properties that meet HUD established physical standards (e.g. last inspection score exceeded 60) for decent, safe, and sanitary housing.	In FY2007, 97% of active properties met HUD-established physical standards for decent, safe, and sanitary housing.	Nearly 4 million families live in rental housing that is owned, insured and subsidized by HUD. To ensure that these families have housing that is decent, safe, sanitary and in good repair, 95% or greater active properties must meet these standards.	
2011	Goal B: Promote Decent Affordable Housing	*	*	% of active properties that meet HUD established physical standards (e.g. last inspection score exceeded 60) for decent, safe, and sanitary housing.	In FY2007, 97% of active properties met HUD-established physical standards for decent, safe, and sanitary housing.	Nearly 4 million families live in rental housing that is owned, insured and subsidized by HUD. To ensure that these families have housing that is decent, safe, sanitary and in good repair, 95% or greater active properties must meet these standards.	
2009	Goal E: Embrace High Standards of Ethics, Management	*	*	% of business information available for Government(G2 B)/Business to	In FY06 HUD provided a limited number of pilot business partners with a	Provide business partners with an automated method to send	Due to no DME funding to support this initiative, only requirements

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	and Accountability			Government (B2G) automated data exchange providing HUD's business partners with a means to update iREMS and their systems without dual entry.	sampling of property and contract data. this would be expanded to include all business partners with property, contract and other business information.	and receive 90% of the business information to reduce dual entry into iREMS and business partner automated systems thus reducing the risks of potential errors from dual entry.	gathering has been performed on this performance measure.
2010	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	% of business information available for Government to Business (G2B)/Business to Government (B2G) automated data exchange providing HUD's business partners with a means to update iREMS and their systems without dual entry.	In FY06 HUD provided a limited number of pilot business partners with a sampling of property and contract data. This would be expanded to include all business partners with property, contract and other business information.	Provide business partners with an automated method to send and receive 90% of the business information to reduce dual entry into iREMS and business partner automated systems thus reducing the risks of potential errors from dual entry.	Due to no DME funding to support this initiative no activity has been performed on it beyond requirements gathering.
2011	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	% of business information available for Government to Business (G2B) Business to Government (B2G) automated data exchange providing HUD business partners with a means to update iREMS and their systems without dual entry.	In FY06 HUD provided a limited number of pilot business partners with a sampling of property and contract data. This would be expanded to include all business partners with property, contract and other business information.	Provide business partners with an automated method to send and receive 90% of the business information to reduce dual entry into iREMS and business partner automated systems thus reducing the risks of potential errors from dual entry.	
2010	Goal B: Promote Decent Affordable Housing	*	*	% of Units renewed, based on total number of units eligible for renewal during the FY. Ensures that MFH portfolio is maintained and affordable Housing is available	In FY 2007, 99% of the Units, associated with Section 8 contracts expiring in FY07, were renewed	90%	Through 2nd Qtr FY10, 242,718 of the 243,289 units eligible for renewal, or 99.8%, were renewed.

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
2012	Goal B: Promote Decent Affordable Housing	*	*	% of Tier 2/3 problem tickets received from customers performing Property profile functions resolved within 5 business days.	In FY07, 89% of the 2/3 problem tickets received on Property Profile functions were resolved within 5 business days.	As MFH integrates and consolidates, improved business functions should allow for increased timeliness for resolving Tier tickets received on Property Profile functions by 90% resolved within 5 business days.	
2012	Goal B: Promote Decent Affordable Housing	*	*	% of Units renewed, based on total number of units eligible for renewal during FY. Ensures that MFH portfolio is maintained and affordable Housing is available.	In FY2007, 99% of the Units, associated with Section 8 contracts expiring in FY07, were renewed.	90% of Units associated with expiring Section 8 contracts are renewed to maintain the level of affordable Housing available to our citizens. These subsidies are essential to the preservation of affordable Housing to low-income families.	
2013	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	% of active properties with no financial compliance flags.	At the end of FY2007 there were 250 properties with open financial compliance flags. out of the 18,569 properties, 98% of them were without compliance flags.	Annual financial data from owners ensures financial health of the properties, protects HUD from financial loss, and ensures proper use of revenues and federal subsidies. Maintaining 98% of active properties must meet these standards.	
2013	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	% of business information available for Government to Business (G2B) and Business to Government (B2G) automated data exchange providing HUD business partners with a means to update iREMS	In FY06 HUD provided a limited number of pilot business partners with a sampling of property and contract data. This would be expanded to include all business partners with property, contract, and	Provide business partners with an automated method to send and receive 90% of the business information to reduce dual entry into iREMS and business partner automated	

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
				and their systems without dual entry.	other business information.	systems thus reducing the risks of potential errors from dual entry.	
2010	Goal B: Promote Decent Affordable Housing	*	*	Number of Events generated through the Event Notification process which provides notifications of critical business activities to project managers, DEC analysts, and business partners	In FY 2007, 131,235 events were generated from 817,668 notifications. This is more than a 5% increase from FY 2006.	Maintain at FY2009 level.	Through 2nd Qtr FY10, there were 32,220 events generated resulting in 325,182 notifications.
2011	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	% of active properties with no financial compliance flags	At the end of FY2007 there were 250 properties with open financial compliance flags. Out of the 18,569 properties, 98% of them were without financial compliance flags.	Annual financial data from owners ensures financial health of the properties, protects HUD from financial loss, and ensures proper use of revenues and federal subsidies. Maintaining 98% of active properties with no flags is a major step.	
2011	Goal B: Promote Decent Affordable Housing	*	*	% of Units renewed, based on total number of units eligible for renewal during the FY. Ensures that MFH's portfolio is maintained and affordable Housing is available.	In FY207, 99% of the units, associated with Section 8 contracts expiring in FY07, were renewed.	90% of Units associated with expiring Section 8 contracts are renewed to maintain the level of affordable Housing available to our citizens. These subsidies are essential to the preservation of affordable Housing to low-income families.	
2011	Goal B: Promote Decent Affordable Housing	*	*	Number of Events generated through the Event notification process which provides notifications of	In FY2007, 131,235 events were generated from 817,668 notifications. This is more than a 5% increase from FY2006.	Increased number of Events generated by 5% continuing to build upon an automated rule-based process of	

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
				critical business activities to project managers, DEC analysts, and business partners.		electronic notifications, producing a more effective tool to manage the portfolio when critical business activities occur and follow-up is needed.	
2012	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	%of business information available for Government to business (G2B) and Business to Government (B2G) automated data exchange providing HUD business partners with a means to update iREMS and their systems without dual entry.	In FY06 HUD provided a limited number of pilot business partners with a sampling of property and contract data. This would be expanded to include all business partners with property, contract and other business information.	Provide business partners with an automated method to send and receive 90% of the business information to reduce dual entry into iREMS and business partner automated systems thus reducing the risks of potential errors from dual entry.	
2012	Goal E: Embrace High Standards of Ethics, Management and Accountability	*	*	% of active properties with no financial compliance flags.	At the end of FY2007 there were 250 properties with open financial compliance flags. Out of the 18,569 properties, 98% of them were without compliance flags.	Annual financial data from owners ensures financial health of the properties, protects HUD from financial loss, and ensures proper use of revenues and federal subsidies. Maintaining 98% of active properties must meet these standards.	
2012	Goal B: Promote Decent Affordable Housing	*	*	Number of Events generated through the Event Notification process which provides notifications of critical business activities to project managers, DEC analysts, and business partners.	In FY2007, 131,235 events were generated from 817,668 notifications. This is more than a 5% increase from FY2006.	Increase number of Events generated by 5% continuing to build upon an automated rule-based process of electronic notifications, producing a more effective tool to manage the portfolio when critical business activities occur	

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
						and follow-up is needed.	
2013	Goal B: Promote Decent Affordable Housing	*	*	Number of Events generated through the Event Notification process which provides notifications of critical business activities to project managers, DEC analysts, and business partners.	In FY2007, 131,235 events were generated from 817,668 notifications. This is more than a 5% increase from FY2006.	Increase the number of Events generated by 5% continuing to build upon an automated rule-based process of electronic notifications, producing a more effective tool to manage the portfolio when critical business activities occur and follow-up is needed.	
2010	Goal B: Promote Decent Affordable Housing	*	*	Number of MFH project mortgage applications endorsed.	In 2008, endorsement was rebaselined to a target of up to 750 project mortgages.	FHA maintain # endorsements up to FY2009 level.	TBD
2013	Goal B: Promote Decent Affordable Housing	*	*	% of Units renewed, based on total number of units eligible for renewal during FY. Ensures that MFH portfolio is maintained and affordable housing is available.	in FY2007, 99% of the Units, associated with Section 8 contracts expiring in FY07, were renewed.	90% of Units associated with expiring Section 8 contracts are renewed to maintain the level of affordable Housing available to our citizens. These subsidies are essential to the preservation of affordable Housing to Low-income families.	

Part II: Planning, Acquisition And Performance Information

Section A: Cost and Schedule Performance (All Capital Assets)

1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline								
Description of Milestones	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
A-H FY2006 Development	\$0.5	\$0.5	2005-10-01	2005-10-01	2007-03-31	2007-03-31	100.00%	100.00%
I-J FY2006 Maintenance	\$4.9	\$4.9	2005-10-01	2005-10-01	2006-09-30	2006-09-30	100.00%	100.00%
A-H FY2007 Development	\$1.0	\$0.4	2006-02-10	2006-02-10	2008-03-31	2008-03-31	100.00%	100.00%
I-J FY2007 Maintenance	\$6.8	\$6.8	2007-01-22	2007-01-22	2007-09-30	2007-09-30	100.00%	100.00%
A-H FY2008 Development	*	*	2007-10-01		2008-09-30		0.00%	0.00%
I-J FY2008 Maintenance	\$6.4	\$6.4	2007-10-01	2007-10-01	2008-09-30	2008-09-30	100.00%	100.00%
A-H FY2009 Development	*	*	2008-10-01		2010-03-31		0.00%	0.00%
I-J2 FY2009 Maintenance	\$10.8	\$10.8	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
I-J2 FY2010 Development - TI/IT DAP/iREMS	*	*	2010-10-01		2011-12-30		100.00%	0.00%
I-J1 FY2010 Maintenance	\$9.9	\$0.0	2009-10-01	2009-10-01	2010-09-30	2010-04-30	100.00%	1.00%
A-J2 FY2011 Development	*	*	2010-10-01		2011-01-31		100.00%	0.00%
I-J1 FY2011 Maintenance	*	*	2010-10-01		2011-09-30		0.00%	0.00%

* - Indicates data is redacted.